

## Frequently Asked Questions Entrust & CalEOC

Why do I have to log in twice?	The first login is the security layer, called Entrust; This is used to maintain the integrity of the site and to keep all the data secure. The second login is the actual software system.
What if I forget my user name or password for Entrust, the security layer?	Your user name is the same for both logins; it's your work email address. Entrust (the black screen) has a "Forgot Your Password" feature that can be accessed in the Self Service Portal. It relies on correct answers to the challenge questions. Please Note** You must close out of the Self Service area after changing your password in order to reach the CalEOC page.
What if I forgot my Entrust password and the answers to my security questions too?	In that case an Entrust administrator will have to reset your password. Call the IT Support Desk @ 916-845-8311. Then you will go to the Self Service portal and click on "Change question and answer pairings.
What if I forget my user name or password for CalEOC, the actual system (2 <sup>nd</sup> ) login?	Your user name is the same for both logins; it's your work email address. If you forget your password for CalEOC (the blue and light grey screen) you will need to contact your 'Super User' so they can reset your password for you. You can determine the appropriate 'Super User' to contact by access the Super User list on the CalEOC landing page; <a href="http://www.calema.ca.gov/TechnologyOperations/Pages/CalEOC.aspx">http://www.calema.ca.gov/TechnologyOperations/Pages/CalEOC.aspx</a>
Why does it say "Session Expired" when I log on sometimes?	That is another security feature of the system. Even if you've logged out correctly, the system requires that you close out the entire browser as well before logging on again. If you have closed all browsers and continue to receive the error message please contact the IT Service Desk @ 916-845-8311.
I'm sure I'm entering a correct password and it won't let me in? I'm on the Entrust (black) screen.	Several places to look at for this problem: Be certain you have an active Entrust account. Have you clicked on the text that activates the grid card after you downloaded it? Did you change the initial temporary password? If your password has been reset, did you change it again at Self Service first before logging in again? Best bet is to go back to Self Service and go through the steps to make sure everything is correct. Then close that window. Log on to the CalEOC site and try again.
I'm sure I'm entering a correct password and it won't let me in? I'm on the CalEOC (blue and light grey) screen	If you've made it this far you're past the security layer. Now you need to remember, Have you changed the password from the original temporary password? It is often '123456'. Try that. If nothing works, you will have to ask a 'Super User' to reset the password for you. They will give you another temporary password and you will be required to change it upon logging in the next time. You can determine the appropriate 'Super User' to contact by access the Super User list on the CalEOC landing page; <a href="http://www.calema.ca.gov/TechnologyOperations/Pages/CalEOC.aspx">http://www.calema.ca.gov/TechnologyOperations/Pages/CalEOC.aspx</a>
What actions are available at the Self Service Portal?	This portal is for matters of the security piece (Entrust) only. You can change question and answer pairings, have your eGrid reissued or recreated, change your password.
Is that character an "O" or a 'zero' on my eGrid card?	Always a zero, there are NO alphabetical "O"s.
Why don't I see any information on the Activity Log?	You must go to Significant Events to find any 'shared entries' of the Activity Log. Activity Log entries are restricted to the 'position' that created the entry. However entries of importance can be routed to 'Significant Events' within an EOC environment.

What is the difference between the Activated Situation Report (editing) (published) and (working)?	<ul style="list-style-type: none"> <li>• “Editing” is limited to specific positions (e.g., Sit/Stat Unit) who work on it.</li> <li>• “Working” is where users input data for inclusion in the Sit Rep.</li> <li>• “Published” is the read-only, official version that is approved for a specific operational period.</li> </ul>
Can I adjust the format of a printed report?	<p>Yes. Right click on the screen you want to print and choose Print Preview.</p> <p>On the print preview screen, change ‘As laid out on screen’ to ‘All frames individually’. Then click on Page Setup.</p> <p>On Page Setup, Print Background Colors and Images and Enable Shrink to Fit are checked. Set the three header boxes to Empty and two of the three footer boxes to Empty. You can choose which of the three footers to print the Page # of Total Pages (left, center or right justified). You may also want to select Landscape rather than portrait depending on the report. Then select Ok.</p> <p>Now you can click the Print button in the top left corner. This should give you a fairly good print without using the standard ‘print button’ on the screen or the PDF generator.</p>
Who currently has access to CalEOC?	<ul style="list-style-type: none"> <li>• All CalOES personnel</li> <li>• Staff from each of the 58 county emergency management agencies.</li> <li>• California State Agencies with emergency response roles including the CNG.</li> <li>• Federal emergency management partners</li> <li>• Private sector and non-profit partners who have signed MOUs with CalOES.</li> </ul>
Will the other agencies have access to CalEOC? (e.g., cities, special districts)	Additional user groups have been added as a future scope consideration.